Trouble Shooting Instructions

TS- I have an Over-Current or Feedback Sweep/ Elevation Error.

Elite Models that Apply: Phenom 1 & 2

Step	Description	Tools	Picture
	The more common statements regarding over-current sweep and elevation issues are… **The Control Panel should read: "**Over-Current Sweep Motor Error**". or "**Over-Current Elevation Motor Error**". ´´**Feedback Elevation Error**´´, or ´´**Feedback Sweep Motor Error**´´.* **Before Taking the Upper Hopper Unit off, please Make sure the 4 Wings holding the Upper Hopper Unit to the Base Unit are finger tightened, and not over tighten, for over tightening these Wings can cause an Over-Current Sweep Error.* • **"My machine has Over-current error message."** • **´´My machine has an Feedback error message.´´** • **"My machine turns a lot then gets stuck to the right."** • **"My elevation moves all the way up and stops after the elevation is pointing toward the sky."** This indicates one of the following: • **The sweep is not finding home location.** (Section 1. Checking the Sweep Magnet). • **The Elevation is not finding home location.** (Section 2. Checking the Elevation Magnet). • **The wires have become loosened from the vein harness.** (Section 3. Checking the Sensor Connections). • **The Sweep and Elevation Snap-In sensors have become loosened from the motors.** (Section 4. Checking the Snap-In sensor connections). • **The Timing Discs are stuck, and need to be rotated to free them.** (Section 5. Checking Timing Discs).	Phillips Screw Driver	

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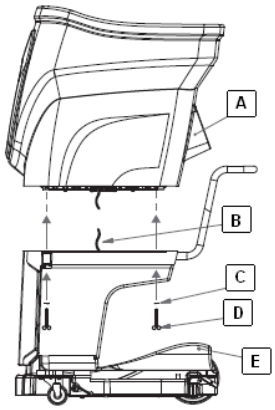
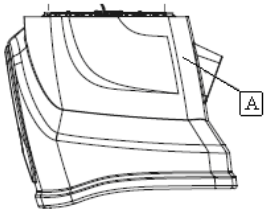
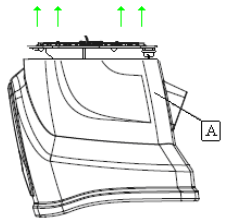
	Disconnecting The Phenom Hopper Unit and Base Unit. **Step 1.)** Unscrew the 4 wing screws (D) and washers (C) from the bottom of the Base Unit (E). (*Pull these items out and set them aside for later use.*) **Step 2.)** Disconnect the Wire Connector (B) allowing you to completely separate the Hopper Unit (A) from the Base Unit (E). Use 2 people to carefully set the Hopper Unit (A) upside down, so that the bottom plate is exposed.		 Lobster Phenom with labeled components. (Base Unit separate from Hopper Unit).  Top Portion of Hopper Unit upside down with bottom plate exposed.
3	**Removing The Hopper Unit Casing From The Internal Platform Assembly** **Step 1.)** CAREFULLY remove the 10 screws connecting the Base Platform to the Hopper Unit. *(The Base Platform Pims are very sensitive, use caution when unscrewing these screws.)* **Step 2.)** Remove the 4 black screws fastening the control board to the Hopper Unit. Unplug the Feed Motor wire and unscrew the ground wire (Diagram **A.**) on the control panel. **Step 3.)** Using two people have one person lift the Platform piece out of the Hopper Unit, while the other person helps feed the control board assembly through the hole, until you have the entire Platform Yoke Assembly (with the control board) separated from the Hopper Unit Case.		 Phenom Internal Platform Assembly being removed from Upper Hopper Unit. Diagram **A.)**  Ground wire location. (Green) Feed Motor location. (Red)

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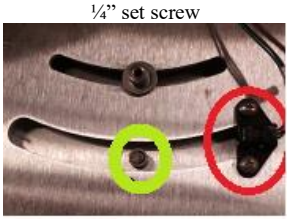
5	**<u>Checking for Elevation Magnet</u>.** **Section 2** 1. Start by position the machine so that the front end is facing you (the pointer.). 2. The magnet screw ¼" is located to the left of the pointer, (on the inner metal section of the Davit Center.) behind the white yoke spacer (you can see the screw threading poking through the domed shape on the Davit Center.). (marked in red in the diagram below).  3. Take your paper clip or flat-head screw driver tip, and touch the ¼" screw thread you located. If it attracts to the screw bottom, then the magnet is in place.  **<u>Checking for Sweep Magnet.</u>** 4. Using the image below, you will see the sweep magnet marked in Green, it is located on the back section of the platform, and the		 Davit Center. (1/4" set screw)  ¼" set screw  Sweep magnet marked in Green, Sweep Home sensor marked in Red.

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magnet is on the bottom platform (poking through the slide slot).

5. The Sweep Home sensor should be secured to the platform (as shown in the image below in Red).

If the problem has not been resolved go to Section 3.

Checking Sensor Connections.

Section 3

1. Check the elevation position, sweep home, and sweep position quick-connections. Make sure the labels match up.

The diagrams below only apply if your wires are unplugged.

(Vein Harness wires unplugged.)

(Vein Harness wires plugged-in)

A.

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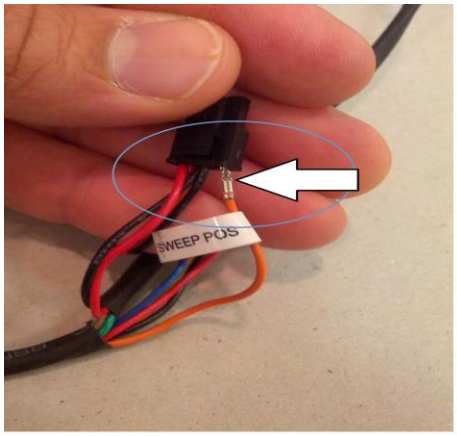
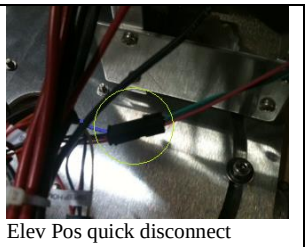
(Vein Harness wires unplugged.)

(Vein Harness wires plugged-in)



(*Vein Harness with disconnected terminal pictured above.)*

*(Follow quick-connect instructions and



Elev Pos quick disconnect
(Red black, and blue wires)

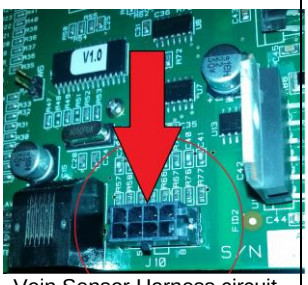
B.

Sweep Pos quick disconnect
(Red black and Orange).

C.

Sweep Home quick disconnect
(Red black and yellow wires).

Diagram D.) Elevation Home connection red, black, and green.



Vein Sensor Harness circuit board connection location (J10).

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Author: JJ Contributors: RR, CT Original Date:11/2/12 Revision: 2/17/2022

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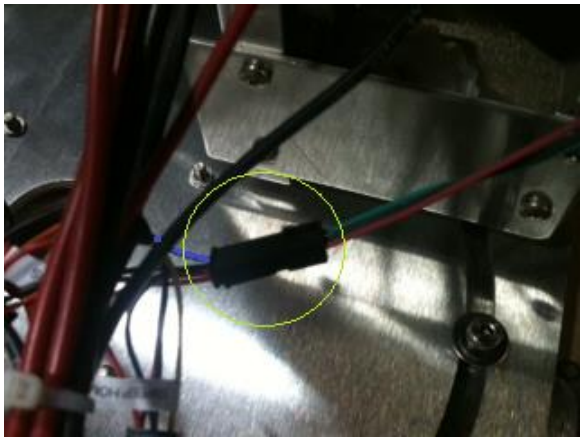
diagrams to the right to make sure all wires are connected to the correct harness plugs.)

2. Diagram A. shows that the Elevation Wire (coming from the elevation motor.) connects to the Elevation Position plug (with the red, black and blue wires, and Elev Pos label.)



Elev Pos quick disconnect
(Red black, and blue wires)

3. Diagram B. shows that the Sweep Position Wire (coming from the sweep motor.). connects to the Sweep Position plug (with the red, black, and orange wires, and Sweep Pos label.).

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Sweep Pos quick disconnect
(Red black and Orange).

4. Diagram C. shows that the Sweep Home Wire (coming out of the chassis floor in front of the battery) connects to the Sweep Home plug (with the red, black, and yellow wires and Sweep Home label.).

Sweep Home quick disconnect (red, black, and yellow wires).

Diagram D.) Elevation Home connection red, black, and green. Coming from the Yoke assembly (just follow the vein harness until it reaches the Yoke).

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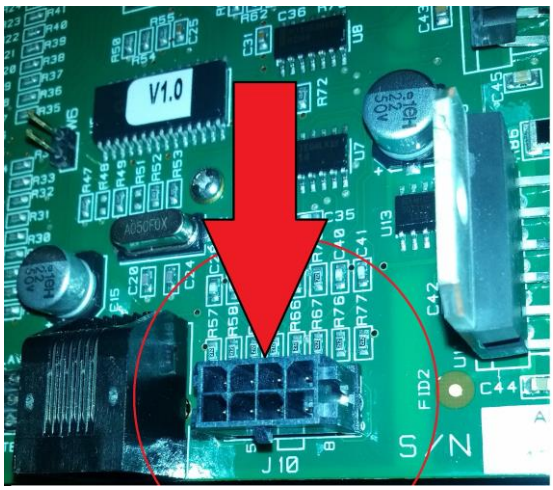
Diagram D.) Elevation Home connection red, black, and green.

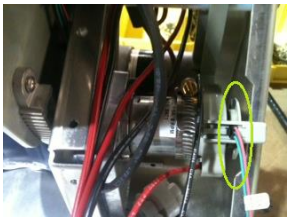
5. Unscrew the control panel, and check the Vien Sensor Harness connection (marked as J10) on the circuit board. Disconnect this by pinching on the two longer sides, and pulling up. Blow it out and then reconnect it.



Checking the Timing Discs

1. Just above the Snap-In sensor, and little bit to the right of it, there is a disc mounted on-top of the motor. This is known as the Timing Disc. Sometimes the motor can seize up, and the disc can become "stuck" in place. This is generally fixed with the help of your index finger.

2. Use your index finger to rotate the Timing Disc clockwise, and then counter clockwise 15 to 30



Elevation Motor (Timing Disc highlighted in green).

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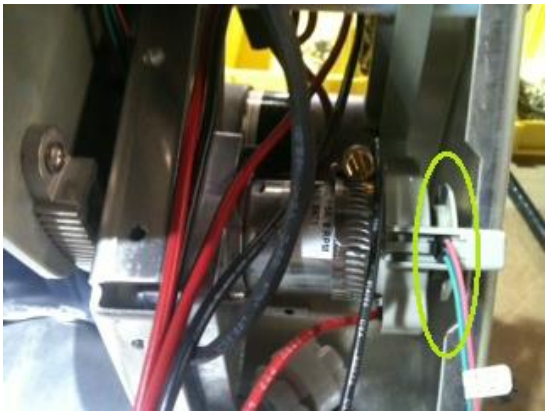
times. If it feels like the disc is stuck in place go ahead apply a small amount of force to try and get it unstuck. If the disc winds up and shoots back in the opposite direction then it may be possible that the motor will need to be replaced.



Elevation Motor (Timing Disc highlighted in green).

Sweep Motor (Timing Disc highlighted in green).

Sweep Motor (Timing Disc highlighted in green).

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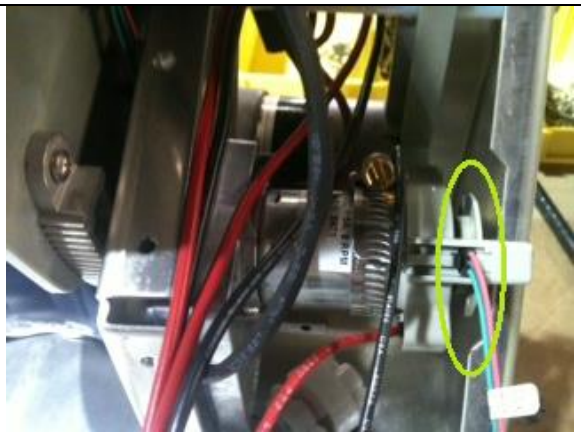

Elevation Motor (Timing Disc highlighted in green). Visible through the rear Circuit board side of the hopper

3. Check the Snap-In Sensors located at the back portion of the Proxy Mount Assembly. (It is below the Proxy Mount Magnet Holder.

4. Make Sure the sensor is plugged in all the way- by grabbing the 3 wires (red, black and green), and CAREFULLY pulling a little bit away from the Elevation/ Sweep Assembly. (*If you feel any resistance then the snap-in sensor is in place. DO NOT TUG ON WIRES TOO HARD!)*

Elevation Motor (Snap-in Sensor highlighted by green

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circle.)

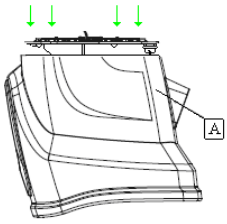
Snap in sensor on Sweep Motor (marked in Red).

Putting the Phenom Hopper Unit Case back onto the Internal Platform Assembly.

Step 1.) Using two people, put the Upper Hopper Unit (A) upside-down (where the top of the hopper is resting on the ground), and carefully flip the Internal Platform Assembly with the Control Panel, into the bottom of the Upper Hopper Unit. Have one person reach in threw the control panel opening, and direct the panel until it is hanging outside of
the Upper Hopper Unit.

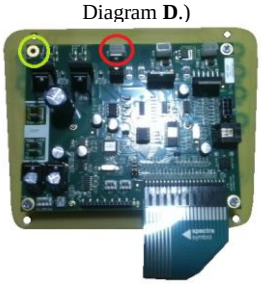
Step 2.) CAREFULLY screw in the 10 screws connecting the Base Platform to the Hopper Unit. *(The Base Platform Pims are very sensitive, use caution when screwing in these screws.)*

Step 2.) Plug in the Feed Motor wire and unscrew the ground wire (Diagram **D.**) on the control panel. Using the 4 black screws fastening the control board to the



Phenom with Internal Platform Assembly being placed into Upper Hopper Unit.

Diagram **D**.)



Ground wire location. (Green)
Feed Motor location. (Red)

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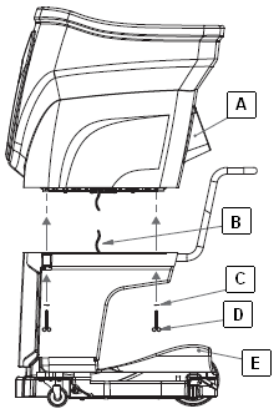
	Hopper Unit.		
	Reconnecting The Hopper Unit To The Base Unit. **Step 1.)** Using two people, lift the Hopper Unit (A) and hold it above the Base Unit (E). Connect the Wire Connector (B). Now CAREFULLY lower the Hopper Unit onto the Base Unit. There are 4 metal extensions on the bottom of the Hopper Unit (A) that will fit into the 4 holes on the Base Unit (B). They will "click" into place when properly aligned. **Step 2.)** Use the 4 wings provided (D), and the 4 washes provided (C) to secure the Base Unit to the Hopper Unit from the underside, as depicted in the picture to the right. *Make sure the 4 Wings are finger tightened, and do not over tighten, for over tightening these Wings can cause and Over-Current Sweep Error.* **If the issue continues upon putting the machine back together and testing it, you will need to contact Customer Service for a Return Authorization to send your machine in for Repair or Warranty Repair. 1-800-526-4041.**		 Phenom Hopper Unit, and Base Unit

How to Order Elite Replacement Parts	Elite Parts
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